



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT
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Lieutenant Governor

FRANK POZNIAK
Executive Director

MEMORANDUM

To: Chiefs, Directors, Communications Managers and Telecommunicators

From: Frank Pozniak, Executive Director *FP*

Date: June 8, 2026

Subject: Scholarship Opportunity for Massachusetts 9-1-1 Professionals

The Massachusetts State 911 Department understands the crucial role the Public Safety Answering Point (PSAP) Supervisor/Manager and Telecommunicator plays in PSAP administration and operations. To that end, the State 911 Department is pleased to announce the release of the **Fiscal Year 2027 PSAP Leadership Scholarship Program**.

This scholarship program is funded in the amount of sixty-five thousand dollars (\$65,000). Funding may be awarded for expenses associated with attendance at a State 911 Department approved leadership program, not to exceed one person per PSAP, for persons who are certified as an enhanced 911 telecommunicator and employed by a primary PSAP, regional PSAP, regional secondary PSAP, or regional emergency communication center (RECC).

Recipients of the scholarship will have the opportunity to participate in APCO's Certified Public Safety Executive (CPE) Course, attend Fitch & Associates Communication Center Manager (CCM) course, or another State 911 Department approved executive development and leadership program. The CPE course includes a 10-day training in Daytona Beach, Florida as well as an online component. The CCM course includes two 6-day trainings in San Antonio, Texas and an online component.

Any certified telecommunicator employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC in the Commonwealth is eligible to apply for funding under the PSAP Leadership Scholarship Program. In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the IAED Navigator Conference in Dallas, Texas in 2027 should that person be selected to receive the David Connolly CCM Leadership Award at the conclusion of the CCM Course, or to support the attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

Expenses may include salary costs for the participant (straight time or overtime for classroom time and/or online coursework), course fees, airfare, lodging, meals (in accordance with the Massachusetts "Redbook"), and other expenses, including car rental expenses, associated with attendance at a State 911 Department approved leadership scholarship program.

To apply for the scholarship, an application and all supporting documents must be submitted via email to the State 911 Department Director of Programs, Monna Wallace on or before 5:00 pm on Tuesday, June 30, 2026. Please note that Scholarship awards are limited to one person per PSAP; however, all are encouraged to apply.

Questions and completed applications must be submitted via email to The State 911 Department Director of Programs, Monna.Wallace@mass.gov with all documentation attached to the email. **Emails MUST have the Subject Line: "PSAP Scholarship Application – Last Name"**



Massachusetts State 911 Department PSAP Leadership Scholarship Program

About the CPE Program: APCO's **Certified Public-Safety Executive (CPE) Program** is designed to elevate professionalism, enhance individual performance, and recognize excellence in the public safety communications industry. Participants may be managers, supervisors, agency executives, or others whose work and life experiences have motivated them to learn the necessary skills to successfully lead organizations within the complex and ever-changing environment in which public safety agencies operate. This program consists of no more than 20 students during each session.

Drawing on resources from renowned leadership professionals and distinguished academic sources, the program allows participants to explore topics that include management versus leadership, models and theories of leadership, leadership styles, public safety leadership issues, and executing and managing change. Program instructors include master's and doctoral-level professionals in the field of organizational development and leadership who bring a wealth of academic and practical experience to the program.

The course has both an online and in-person classroom component, including:

- Participating in two 12-week online courses before attending the Daytona Beach, Florida classroom week. The online session start date is TBD.
- Attendance at the ten-day capstone course held at APCO Headquarters in Daytona Beach, Florida. The in-person course date and deadline for applying are TBD.

APCO's CPE program requires applicants to meet one of three eligibility criteria to be accepted.

An applicant must:

- Possess an associate's degree or higher **OR**
- Be a graduate of APCO's Registered Public-Safety Leader (RPL) Program **OR**
- Have a high school diploma **AND** a minimum of 10 years of experience in public safety communications at the supervisor, manager, or director level.

More information on the CPE Course is available at:

<https://www.apcointl.org/training/leadership-programs/certified-public-safety-executive-program/>



Massachusetts State 911 Department PSAP Leadership Scholarship Program

About the CCM Program: The Fitch & Associates **Communications Center Manager (CCM) Program** provides a comprehensive foundation of management/leadership theory, practice, and case studies with a proven curriculum that covers human resources, finance, customer and media relations, operations, personal development, administration, legal issues, managing technology, and emerging issues all materials presented have immediate application in the communication center.

The course has both an online and in-person classroom component including:

- Participate in online exercises before attending the first classroom week.
 - Online sessions begin: September 8, 2026
 - Onsite Week 1: October 18 - 23, 2026 in San Antonio, Texas
 - Onsite Week 2: December 6 - 11, 2026 in San Antonio, Texas
- More involvement in various online activities and assignments after return from in-person courses will typically include a self-assessment and an intensive group project.

More information on the CCM Course is available at: <https://fitchassoc.com/communication-center-manager-program/>



Massachusetts State 911 Department PSAP Leadership Scholarship Program

APPLICATION GUIDELINES

The Massachusetts State 911 Department understands the crucial role the Public Safety Answering Point (PSAP) Supervisor/Manager plays in the PSAP Administration and Operations. To that end, the State 911 Department is pleased to announce the release of the Fiscal Year 2027 PSAP Leadership Scholarship Program.

This scholarship program is funded in the amount of sixty-five thousand dollars (\$65,000) by the Massachusetts State 911 Department. Funding may be awarded for expenses associated with attendance at a State 911 Department-approved leadership scholarship program, not to exceed one person per PSAP, for persons who are certified as a 911 telecommunicator and employed by a primary PSAP, regional PSAP, regional secondary PSAP, or regional emergency communication center (RECC).

Recipients of the scholarship will have the opportunity to participate in APCO's Certified Public-Safety Executive (CPE) Course, attend Fitch & Associates Communication Center Manager (CCM) Program, or another State 911 Department approved executive development and leadership program. The CPE course includes a 10-day training in Daytona Beach, FL and an online component. The CCM course includes two 6-day trainings in San Antonio, Texas along with an online component.

Eligibility requirements for this scholarship application include the following:

- Applicant must have a minimum of 3 years in the emergency telecommunications field.
- Applicant must commit to completing all coursework and requirements for their chosen course and receive a certificate of completion or certification. Coursework and requirement information may be obtained from the course vendor. **Please note that course completion is required for reimbursement under this program, and upfront costs will be the responsibility of the applicant and/or agency.**
- To allow a range of participation, preference may be given to applications received from agencies that have not attended these programs. The applications will be evaluated on an individual level, and all agencies are encouraged to apply.
- Previous recipients of the scholarship are not eligible to apply.
- Incomplete and/or late applications will not be accepted nor reviewed.



Massachusetts State 911 Department PSAP Leadership Scholarship Program

The applicant must complete the scholarship application in full and submit all required documentation, including this application form, resume, letter of recommendation from the head of your agency, reason for application, self-evaluation, outline of contributions, and future goals via email.

Awarding of grant scholarship funds is dependent on the applicant meeting the training program requirements and being accepted into the program.

Application package must be received no later than 5:00 pm on Tuesday, June 30, 2026.

Upon completion of the course, the applicant agrees to participate in at least one presentation at a training event or State 911 Department training or meeting.

Depending on the eligibility and quality of applications, up to 5 people will be selected to receive \$13,000 in grant scholarship funds. Once selected, the applicant will access course dates and information through Fitch and Associates (CCM) at www.fitchassoc.com or through APCO International (CPE) at www.apcointl.org.

Agencies supporting this endeavor may be reimbursed for: salary costs for the participant (straight time or overtime for classroom time and/or online coursework), course fees, airfare, lodging, meals (in accordance with the Massachusetts “Redbook”), and other expenses, including car rental expenses, associated with attendance at a State-911 Department approved leadership scholarship program. **Please note that course completion is required for reimbursement under this program, and upfront costs will be the responsibility of the applicant and/or agency.**

A laptop with Wi-Fi, PDF Reader, and Microsoft Office Productivity Suite is highly recommended for applicants to use during their coursework but not required.

All applications must be received no later than 5:00 pm on Tuesday, June 30, 2026.

Applications can be found on the State 911 website, www.mass.gov/e911 and should be emailed with all documentation to Monna.Wallace@mass.gov After Completion. Please ensure to include the Subject Line: “PSAP Leadership Scholarship – Last Name”

Please direct questions to Monna Wallace at Monna.Wallace@mass.gov.

State 911 Department Scholarship Review Committee

Michael Gethin	Operations Manager, State 911 Department POD-01	CCM Graduate 2022
Don Tryon	Director, Berkshire RECC	CCM Graduate 2022
Katrina Shamshak	Training & QA Coordinator, North Shore 911	CCM Graduate 2021
Kristen Vaidya	Programs Specialist, State 911 Department	
Erica Crawford	Public Education Coordinator, State 911 Department	
Monna Wallace	Director of Programs, State 911 Department	



Massachusetts State 911 Department PSAP Leadership Scholarship Program

Scholarship awardees will be contacted by the State 911 Department after all applications have been reviewed.

A Certificate of Completion will be presented to participants that complete the entire course. In addition, participants will be honored at the following conferences:

- CCM Graduates: Recognized at the IAED Navigator Conference in Dallas, TX in 2027.
- CPE Graduates: Recognized at the APCO Conference in Anaheim, CA in 2027.

Note: The State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award or to support the attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.



Massachusetts State 911 Department PSAP Leadership Scholarship Program

OFFICIAL APPLICATION

**ALL APPLICATIONS MUST BE SUBMITTED TO MONNA.WALLACE@MASS.GOV. WITH THE SUBJECT LINE: PSAP
LEADERSHIP SCHOLARSHIP – LAST NAME**

**THE INFORMATION BELOW IS WHAT IS REQUIRED AND REQUIRED IN THE APPLICATION EMAIL.
THE INFORMATION BELOW IS TO HELP APPLICANTS KNOW WHAT IS EXPECTED IN THE
APPLICATION.**

Section I - Applicant Information:

First, Middle Initial, Last Name
Mailing Address
City, State, Zip Code
Work Telephone
Home/Cellular Telephone
Email

Current Employer: All certified telecommunicators employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC are eligible to apply for funding under the PSAP Leadership Scholarship Program.

Name of Agency
Name & Title of Head of Agency
Email Address of Head of Agency
Mailing Address
City, State, Zip Code
Business Telephone

Applicant's Official Title/Position within the Agency
Applicant's Length of Employment with this Agency
Applicant's Total Experience as an Emergency Telecommunicator
Which training program will you apply for if selected?

Section II – Resume:

Attach a copy of your current resume.



Massachusetts State 911 Department PSAP Leadership Scholarship Program Application

Section III – Letter of Recommendation:

Attach a letter of recommendation from the head of your agency. The letter should include how you stand out among your peers and any specific examples of your leadership abilities and potential. It must also indicate agency support for your active participation in your chosen course. The letter should explicitly state that you have been given permission to participate in the various online activities as well as the on-site sessions as required by the chosen class.

Section IV – Reason for Application:

Attach a description in your own words (approximately 500 words) of the reason you are applying for this scholarship. Include what you wish to gain from the class you have chosen and how you will apply what you will learn.

Section V – Self Evaluation:

Attach a typed self-evaluation describing your leadership traits and activities. When conducting the self-evaluation, think of the following: What are your strengths and areas of expertise? How do you stand out among your peers? Can you provide specific examples of your leadership abilities? How do you contribute to a team environment? How do you approach complex problems?

Section VI – Contributions:

Attach a typed document sharing and describing your commitments and contributions, both professionally and personally. Include any active membership in organizations.

Section VII – Career Goals:

Please state where you would like to be in your career in five years and identify what contributions you would like to make to the Emergency Communications field in the future.